ODP 2222-76
10 NOV 1976

MEMORANDUM FOR: Director of Communications

FROM   : Clifford D. May, Jr.
               Director of Data Processing

SUBJECT   : OC/ODP Coordination

Bill:

    I am in complete agreement with your suggestion that we
need more effective joint planning and joint coordination in
the area of data communications. In fact, I made a point of
this need in my comments during the recent Data Communica-
tions Seminar sponsored by ORD. I have been concerned for
some time regarding the many problems which seem to crop up
frequently in providing data terminal support. We seem to be
unable to come up with dependable schedules for new instal-
lations. In addition, we seem to have recurring problems in
reliability which involve both the lines and the terminals.
The result is that we have quite a few unhappy, if not irate,
customers.

    While I recognize the extensive and productive coordina-
tion and cooperation that exists at the working level in our
respective organizations, I believe we can improve our pro-
cedures for planning, scheduling, and coordinating new instal-
lations and our procedures for identifying, logging, and cor-
recting problems. I also believe that our approach to engineer-
ing data communications systems leaves something to be desired.
There are many possible choices of design tradeoffs which
must consider link characteristics, bit rates, error control
schemes and the like. These systems problems cannot be ad-
equately addressed when the data links and terminal equipment
are planned and designed as separate entities.

    Accordingly, I propose that we establish a joint OC/ODP
engineering/planning group which would meet on a periodic
basis to accomplish the following:

    1.   Planning

             Initiate a joint engineering effort to analyze
    our data communications system environment and recom-
    mend design improvements as appropriate.

2.   New Installations

Develop jointly agreed action plans and schedules for new data terminal installations and their supporting communications. Monitor the execution of these plans, initiating corrective actions as appropriate and keeping senior ODP/OC management and our customers informed of any significant schedule slippages.

3.   Service

Develop joint procedures for identifying, logging and controlling the diagnosis and correction of data communications problems. Monitor and report to senior ODP/OC management on the quality of service we are rendering to our data communications customers.

If you agree with the above proposal, I will designate ███████████, the Chief of the ODP Engineering Division, as my representative to work with your representatives initially in working out a charter for the joint group and a plan for accomplishing the above goals. Please let me know what you think about these ideas.

STATINTL

/S/

Clifford O. May, Jr.

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